Position: Program Administrator
Reports to: Director of Programs
Direct Reports: Volunteers

Position Summary:
The National Law Enforcement Memorial and Museum seeks an attentive project manager with strong administrative skills that will support the Director of Programs and the Program Department through the coordination of a wide range of departmental functions such as public program planning, group sales, and volunteer management. The Program Administrator will cultivate meaningful relationships in the community and with all museum staff, volunteers, and stakeholders to build sustainable programs and create more awareness for law enforcement history and culture.

Primary Areas of Responsibility:

- Work closely with the Director of Programs on all projects and events as needed including scheduling and communication with all participants.
- Support outreach and tabling at public events.
- Provide departmental administrative support, including creating and managing an accurate volunteer database.
- Manage group tour communication and coordinate scheduling with colleagues necessary to fulfill the intended visit experience.
- Anticipate work to be completed and takes the initiative to assist colleagues.
- Design and implements infrastructure and organization to support reinvigoration of the Museum’s volunteer program.
- Oversee introduction of consistent volunteer policies and procedures, including a volunteer handbook and daily volunteer registrations.
- Maintain daily oversight of volunteer schedules and assignments within the Program Department.
- Collaborate with all departments in the organization to identify support volunteers can provide staff on various projects.
Onboard new volunteers
Recruit, organize, and manage volunteers for large-scale events
Support and help develop a successful Docent Program
Supervise and assist docent, visitor experience, event, and department volunteers with daily check-in of tours, programs, events, and special projects.
Plan and organize all volunteer events pertaining to recruitment drives, annual celebrations, and special recognition
Provide guidance, assistance, and oversight of volunteers in the routine collection of visitor feedback via surveys administered in print form or through digital formats
Work closely with staff to write volunteer newsletters, articles, and other media

Knowledge/Skills/Abilities:
- Bachelor’s Degree in education, Museum Studies or related field
- Minimum 2-4 years of experience, preferably in a non-profit setting
- Strong organizational and interpersonal skills required
- Proficient in Microsoft work environment
- Experience managing large number of volunteers for major events
- Experience collaborating with community groups
- Experience coordinating and scheduling group tours and volunteer assignments.
- Experience training and managing a diverse range of volunteers
- Experience working with diverse audiences ranging from school groups to senior citizens
- Strong communication skills; multiple language skills are helpful, but not required
- Ability to work as a facilitator and liaison between multiple departments and projects
- Flexibility and adaptability in an environment that is growing and changing

Working Conditions:
- Working conditions are normal for an office environment and/or home-office setting
- Ability to lift 50lbs, stand for long periods of time, and able to walk long distances

Compensation:
- Full-time
- Non-exempt
- $42,000
- Benefits

To apply, please send a resume and cover letter explaining your interest in the position and salary requirements to resumes@nleomf.org.